

# Ticket refund law

What happens when you purchase tickets to a theater performance, concert, or sporting event months in advance, only to later have the event canceled or rescheduled?

Wisconsin consumers are protected from losing prepaid admissions fees under a state law.

Wis. Stats. § 100.173 requires promoters to refund the admission price for many entertainment and sporting events that are canceled or rescheduled. Competitive sports activities between school teams or within established sports leagues are not covered by law. According to the law, promoters must also:

- Inform purchasers at the time of the ticket sale about any handling or service charges that may be deducted from the refund (the law allows 20 percent of the purchase price, up to a maximum of \$5).
- Inform purchasers in advance when charges for other services, such as parking, are non-refundable.

- Include a disclosure on the ticket when a portion of the ticket price is considered a nonrefundable charitable donation.

Always read the small print on any ticket you purchase for an entertainment or sporting event to know what part of the purchase price is refundable.

## How to obtain refunds

The steps to follow to obtain a refund are different, depending on whether the event was canceled or rescheduled.

### Refunds when events are canceled:

In order to obtain refunds for canceled events, ticket purchasers must present their tickets to the promoter no later than 90 days after the event is canceled. Remember, the promoter may be different from the person or company from whom you purchased the ticket, or the owner of the premises where the event was scheduled to be held.

Under the new law, a promoter must make a refund no later than 60 days after you present your ticket.

### Refunds when events are rescheduled:

Events that are rescheduled due to inclement weather are not covered by the law.

For events that are rescheduled for other reasons, ticket holders must present tickets to the promoter no later than 30 days after the date on which the event was originally scheduled to be held.

Under the law, a promoter must provide a refund no later than 60 days after you present your ticket.

## Enforcement

Charges may be filed against promoters for violations of the law. The actions may include:

- Requests for temporary or permanent injunctive relief in circuit court.

- Civil forfeitures of \$50 to \$200 for each violation of the statute.
- Restitution to any person suffering a loss due to violations of the law.
- Requiring a promoter to establish an escrow account in an amount estimated to be sufficient to pay for ticket refunds.

To file a complaint about violations of the ticket refund law, contact the Bureau of Consumer Protection at:

**(800)422-7128**

**FAX: (608) 224-4939**

**TTY: (608) 224-5058**

**E-MAIL:**

**[datcphotine@datcp.state.wi.us](mailto:datcphotine@datcp.state.wi.us)**

**WEBSITE:**

**<http://datcp.state.wi.us/>**